MASS. HS102.2: M38

MASSACHUSETTS REHABILITATION COMMISSION

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STATEWIDE EMPLOYMENT SERVICES DEPARTMENT

WHAT IS THE STATEWIDE EMPLOYMENT SERVICES DEPARTMENT?

The Statewide Employment Services Department (*SES*) is part of the Vocational Rehabilitation Division of the Massachusetts Rehabilitation Commission. SES administers programs and provides supports to assist people with severe disabilities who are underserved or unserved to exercise their right to choose, obtain and retain meaningful community based employment with long term supports as needed and be paid in accordance with their skills and abilities.

WHAT SERVICES DOES SES PROVIDE?

- Information: Identification of programs and resources available; assistance to individuals to obtain needed services for employment.
- Community Based Employment Services: A range of services including supported employment.
- Extended Employment: For individuals with disabilities.
- Technical Assistance: Service providers, schools, public agency staff, consumers, advocate groups and parents can receive assistance to develop or obtain employment services for people with disabilities. In addition to these services, specific grants are usually administered to enhance this aspect of SES.
- Trainings and Seminars: Can be arranged for group or individual instruction in any of the above areas.
- Dissemination of Resource Information: SES acts as a clearinghouse regarding information about Community Based Employment.

GRANT ACTIVITY:

Supported Employment Systems Change Activities:

- Collaborative efforts to develop jobs
- Disability Employment Project
- Person centered planning
- Total quality management
- Training & education
- Statewide information & communications systems
- Outreach efforts
- Supports through ILC/CRP collaboration
- Linkages with the employee assistance project
- Better use of resources through flexible financing
- Using social security work incentives

GOVERNMENT DOCUMENTS COLLECTION
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Consumer Education Project:

This consumer education project targets individuals currently receiving employment services, individuals that will be transitioning from school to work, and members of culturally diverse communities. The intent of all outreach activities is to educate consumers about available resources and their right to choose their preferred employment option.

This project has been funded by the Massachusetts Developmental Disabilities Program to address the concern that consumers are not educated about their employment options. Consumer consultants have been hired by the SES to research available employment options, develop educational materials, and conduct educational forums for consumers and family members. They will also advocate for the conversion of segregated employment slots into integrated employment opportunities for people with severe disabilities.

Educational forums include information on:

- Increasing the involvement of consumers and their family members in the selection of services.
- Encouraging consumers and family members to actively participate in the development of their service plan.
- Exploring employment options and exercising their right to make choices.
- Dispelling some of the myths about community based employment such as "loss of medical benefits" and concern about "losing the safety net that sheltered employment offers."

Disability Employment Pilot Evaluation:

The pilot is a collaboration between selected agencies, the participants, Governor's Commission on Employment of People with Disabilities, and Massachusetts Rehabilitation Commission (*MRC*). It is designed to support up to 20 individuals per year who will be screened and placed in pre-selected agencies. The pilot will be in effect for a period of 36 months. A comprehensive evaluation of the entire program will begin at the end of the second year of implementation.

HOW DO I OBTAIN FURTHER INFORMATION?

Obtain further information by calling (*617*) 204-3854. SES staff will discuss the application process for services and technical assistance and attempt to answer any questions that you may have or E-mail to the addresses below.

Massachusetts Rehabilitation Commission
27-43 Wormwood Street
Boston, MA 02210

Claire T. Ghiloni - Director
E-Mail: Claire.Ghiloni@state.ma.us

HOW DO I APPLY?

To secure Community Based Employment services:

- Request an application by calling (*617*) 204-3854. OES staff will discuss the application process and attempt to answer any questions that you may have about openings. If appropriate, an application form will be sent to you. It is important to complete and return the application as soon as possible.

To obtain training and/or technical assistance for the development of Community Based Employment:

- Call the Director at (*617*) 204-3854. The status of your needs and the available options will be discussed with you. A plan will be developed.

For MRC Vocational Rehabilitation Services:

- Apply at your local MRC area office or call 1-800-245-6543.

The Americans with Disabilities Act of 1990 (*ADA*) prohibits discrimination on the basis of disability in employment and public services provided by government agencies. If consumers or employees of the Massachusetts Rehabilitation Commission believe that they have been discriminated against on the basis of disability, they should contact the Commission's Civil Rights Officer: Albert Jones, Jr., 27-43 Wormwood Street, Boston, MA 02210-1616, Telephone 617-204-3762 (*voice/TDD*).

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PROGRAMS AND SERVICES

The Massachusetts Rehabilitation Commission (MRC) is the sole state agency charged with the administration of the federal/state Vocational Rehabilitation and Independent Living Division, serving all individuals with disabilities, except persons who are blind. The Disability Determination Services Division fulfills the adjudicatory functions for the Social Security Administration's income benefit program.

THE VOCATIONAL REHABILITATION DIVISION

The Division of Vocational Rehabilitation (*VR*) is an employment focused program for people with physical and/or mental disabilities whose handicapping conditions present barriers to employment and who can benefit from VR. Once eligible, a variety of employment oriented services may be provided for an individual. These might include evaluation and assessment, counseling and guidance, vocational planning, training, resume writing, interviewing seminars, job placement services and other follow-up services.

SPECIAL PROGRAMS INCLUDE:

Community Based Employment Services—locally based grants providing transitional supported work services for people with disabilities.

Extended Employment Program—provides employment for severely disabled persons who can maintain at least 25% work productivity in a work setting. Some people enter part or full-time community based competitive employment as a result of this program.

Services for Deaf Individuals—provided via a statewide network of specialized rehabilitation counselors at the area offices.

Bilingual Specialty Services—available at each area office by arrangement.

THE INDEPENDENT LIVING DIVISION

The Independent Living Division (*IL*) provides coordination, information, referral and counseling to people with severe physical and/or mental disabilities. It's goal is to assist individuals with severe disabilities to live independently in the community. Services are primarily intended for persons not yet ready to enter VR Division programs.

PROGRAMS OFFERED INCLUDE:

IL Centers/Programs—a statewide network of centers and programs which provide a variety of services to individuals with severe disabilities so they may live independently. Some services include peer counseling, skills training, advocacy, and on a limited basis, adaptive housing, transportation and other supportive services to eligible individuals.

Home Care Assistance Program—provides Homemaking Services for adults with disabilities ages 18-59, who live alone and/or with minor children under age 18, and are at risk of hospitalization.

Personal Care Assistance—provides in-home assistance with personal care needs to people with severe mobility impairments who are employed. New applicants will be referred to Mass. Health (*CommonHealth*).

Statewide Head Injury Program (SHIP)—provides case management services to people who have sustained a traumatic head injury. SHIP works with private vendors, hospitals, neuropsychologists and other agencies to develop programs and to deliver services to meet individual client needs.

Consumer Involvement Program—provides an agency-wide communication structure for receiving input from consumers in an effort to support the operation of the Rehabilitation Advisory Council, numerous Regional Consumer Advisory Councils and other consumer rehabilitation forums.

THE DISABILITY DETERMINATION SERVICES DIVISION

The Disability Determination Services Division (*DDS*) determines eligibility for Social Security Disability Income (*SSDI*) and Supplemental Security Income (*SSI*) for individuals who have a medically determined physical or mental impairment which precludes them from working for 12 months or more, or is expected to result in death.

DDS is federally funded and regulated by the Social Security Administration and managed by MRC. Disability determination examiners review claims for potential referral to the other MRC Divisions for vocational rehabilitation.

FOR MORE INFORMATION CALL THE APPROPRIATE TELEPHONE NUMBERS LISTED BELOW. ALL LINES ARE TDD ACCESSIBLE.

Administration Office (*voice*) 204-3600
..... 1-800-245-6543
TDD answering machine 204-3868
General Information 204-3600
Ombudsperson 204-3603
Commissioner's Office 204-3600
Van Adaptation/Adaptive Housing 204-3855
Injured Worker's Program 204-3855
Eligibility Unit/Turning 22 204-3851
Supported Work Programs 204-3854
Extended Employment 204-3854
Services for the Deaf 204-3734
Independent Living Division 204-3851
Home Care Assistance 204-3853
Statewide Head Injury Program 204-3852
Personal Care Assistance (*Mass. Health*)....1-800-223-2559
Consumer Involvement 204-3851
DDS ..... 1-800-223-3212 (*TDD*))
..... 1-800-422-7200 (*Boston*)
..... 1-800-551-5532 (*Worcester*)

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COMISION DE REHABILITATION DE MASSACHUSETTS

PROGRAMAS Y SERVICIOS

La Comisión de Rehabilitación de Massachusetts (MRC) es la agencia del estado encargada de administrar los programas federales y estatales de Rehabilitación Vocational y Vida Independiente, sirviendo a todas las personas incapacitadas, excepto aquellas que son ciegas. La División de Servicios de Determinación de Eligibilidad se encarga de procesar las adjudicaciones de beneficios de la Administracion del Programa del Seguro Social.

LA DIVISION DE REHABILITACION VOCACIONAL

La División de Rehabilitación Vocacional de Massachusetts es un programa que se dedica a ayudar a personas con incapacidades físicas y/o mentales cuya condición represente un impedimento para trabajar y que puedan mejorar sus posibilidades de conseguir y mantener empleo a travéz de los servicios de rehabilitación vocacional. Una vez que el individuo cumple con los requisitos de participación, tiene varios servicios a su disposición. Estos incluyen: evaluación, entrenamiento y seminarios sobre la redacción del curriculum vitae y sobre como conducirse durante una entrevista de trabajo, al igual que servicios para conseguir empleo y servicios de seguimiento.

LOS PROGRAMAS ESPECIALES INCLUYEN

Los Servicios de Empleo en la Comunidad proveen trabajo con soporte para individuos con incapacidades fisicas y mentales. Son subsidios locales que ofrecen servicios de transición para individuos con incapacidades fisicas y mentales.

El Programa de trabajo Extendido (EEP) ofrece trabajo a personas gravemente incapacitadas que puedan mantener al menos un 25% de productividad laboral en un medio resguardado o altamente supervisado. Como resultado de este programa algunas personas obtienen trabajos competitivos a tiempo completo o parcial.

Los servicios para sordos se prestan mediante una red estatal de consejeros de rehabilitación especializados.

Servicios Especiales Bilingues estan disponibles en todas las oficinas con cita previa

LA DIVISION DE VIDA INDEPENDIENTE

La division de vida independiente (IL) provee coordinación, informatión, referidos y consejeria para personas con impedimentos fisicos y/o emocionales severos. El objetivo es asistir a individuos con incapacidades severas para que vivan independientemente en la comunidad.
Estos servicios son primordialmente para personas que no están aun listas para participar en los servicios de rehabilitación vocacional.

LOS PROGRAMAS INCLUYEN

Los Centros y Programas de Vida Independiente son una red estatal de centros y programas que ofrecen una serie de servicios a individuos con graves incapacidades físicas y/o mentales para que puedan vivir de forma independiente. Algunos de estos servicios incluyen conserjería a cargo de compañeros, la enseñanza de diversas destrezas, el abogar por estos individuos y en forma limitada, adaptación de viviendas, transporte y otros servicios para individuos que cumplan con los requisitos para obtenerlos.

Asistencia en los Quehaceres Domésticos--provee asistencia en el mantenimiento del hogar para personas adultas con incapacidades comprendidas entre las edades 18-59, quienes vivan solas y/o con niños menores de 18 años y que tengan riesgo de ser hospitalizados.

Assistencia en el Cuidado Personal--provee assistancia en el cuidado en el hogar a aquellas personas que esten trabajando y que tengan incapacidad severa de mobilidad.

El Programa Estatal para Individuos con Lesiones en la Cabeza (SHIP)--ofrece servicios de gestión de casos a personas que hayan sufrido una lesi6n en la cabeza a causa de un traumatismo. SHIP trabaja con proveedores privados, hospitales, neuropsicólogos y otras agencias para crear programas y prestar servicios diseñados para afrontar las necesidades individuales de los clientes.

Los Programas de Participación del Consumidor--ayudan a la agencia a mejorar el sistema de prestación de servicios obteniendo información de individuos incapacitados mediante foros estatales y locales sobre la ejecución de los programas y el cumplimiento de las normas.

LA DIVISION DE DETERMINACION DE ELIGIBILIDAD (DDS)

La División de Determinación de Servicios de Incapacitación determina la elegibilidad para recibir Ingresos del Seguro Social por Incapacitación (SSD) e Ingresos Suplementarios de Seguridad (SSI) de los individuos con incapacidades físicas o mentales medicamente determinadas, que les impidan trabajar doce meses o más ó que se esperen la muerte.

La División de Determinación de Servicios de Incapacitación es una agencia federal y esta financiada y regulada por la Administracián del Seguro Social pero es administrada por la Comisión de Rehabilitación de Massachusetts. Los Examinadorcs para la Determinación de la Incapacitación examinan las reclamaciones para potencialmente remitir a los clientes a otras divisiones de MRC.

Para mas información llame a los siguientes teléfonos ó usando TDD.

Oficina Administrativa (voz).....204-3600
.....1-800-245-6543
Oficina del Comisionado.....204-3600
Mediadores.....204-3603
Adaptaci6n de Vehic. y Viviendas.....204-3855
Unidad de Elegibilidad/Cumplir 22 afios...204-3851
Divisi6n de Vida Independiente.....204-3851
Programa Estatal para Individuos
con Lesiones en la Cabeza.....204-3852
Servicio TDD.....204-3868

Empleo Extendido.....204-3854
Informaci6n General.....204-3600
Ayuda en el Hogar.....204-3853
Servicios para Sordos.....204-3734
Prog. de Trabajadores Lesionados.....204-3855
Programas de Trabajo con Soporte.....204-3854
Participaci6n de los Consumidores.....204-3851
DDS.....1-800-223-3212 (TDD)
.....1-800-422-7200 (Boston)
.....1-800-551-5532 (Worcester)

El Acta de 1990 para Personas con Impedimentos (ADA) prohibe la discriminacion por cuasas de impedimento en areas de trabajo y en servicios publicos ofrecidos por agencias del gobierno. Si consumidores o empleados de la Comision de Rehabilitacion de Massachusetts cree que ha sido discriminados por causas de iimpedimentos debe contactar a Albert J0ones, Jr., Official de Derechos Humanos de la Comision en 27-43 Wormwood Street, Boston MA 02210-1616. Telefono 204-3766.

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MASSACHUSETTS REHABILITATION COMMISSION

OMBUDSPERSON OFFICE

HELP WHEN YOU NEED IT

The Ombudsperson is a Massachusetts Rehabilitation Commission (*MRC*) staff member who functions as a customer relations liaison between the consumer and the Commission. He/she provides appropriate assistance and support to people with disabilities.

The Ombudsperson responds to inquiries from a variety of agencies and individuals. The Ombudsperson may be contacted by the consumer, a family member, a CAP advocate, medical personnel, or MRC staff. Consumer concerns vary widely and might be about issues such as delays in service, their legal rights within the system, or provision of specialized services.

The Ombudsperson, after reviewing a complaint, works with consumers and MRC staff by opening up the communication process and providing problem-solving negotiations.

If an issue cannot be resolved with the assistance of the Ombudsperson, then the consumer may take advantage of their options through a process of appeals, such as an Informal Administrative Review or an Impartial Fair Hearing.

MRC makes determinations of eligibility on disability claims through its Disability Determination Division (*DDS*). The Ombudsperson also provides assistance to Social Security claimants and to beneficiaries of Supplemental Security Income (*SSI*) and Social Security Disability Insurance (*SSDI*).

The Ombudsperson may be contacted by telephone at (*617*) 204-3600 or 1-800-245-6543 voice or TTY or by writing to the following address:

MRC Ombudsperson
Customer Relations Unit
Fort Point Place, Suite 600
27-43 Wormwood Street
Boston, MA 02210-1616

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COMISION DE REHABILITACION DE MASSACHUSETTS

OFICINA DEL MEDIADOR

AYUDA CUANDO LA NECESITA

El Mediador es un miembro del personal de la Comisión de Rehabilitación de Massachusetts (MRC) quien trabaja como un enlace de relaciones para clientes, entre el consumidor y la Comisión. El/ella provee ayuda y apoyo apropiado a personas con incapacidades.

El Mediador responde a preguntas de una variedad de agencias e individuos. El Mediador puede ser contactado por el consumidor, un miembro de familia, un defensor del Programa de Asistencia para Clientes (CAP), personal médico, o empleados de MRC. Las preocupaciones acerca de los Consumidores varían extensamente y pueden ser acerca demoras en los servicios, sus derechos legales dentro el sistema, o provisión de servicios especializados.

El Mediador, después de revisar una queja, trabaja con el consumidor y con el trabajador de MRC para abrir el proceso de comunicación y proveer negociaciones para resolver el problema.

Si alguna situacion no puede ser resuelta con la ayuda del Mediador, entonces el consumidor puede elegir la opcion de iniciar un proceso de apelacion, los cuales son un Repaso Administrativo Informal o una Apelacion Justa e Imparcial.

MRC realiza determinaciones de elegibilidad en reclamos de incapacidad a través de su División de Determinación de Incapacidad (DDS). El Mediador también provee ayuda a personas que solicitan el Seguro Social y a los beneficiarios de la Renta de Seguridad Suplementaria (SSI) y del Seguro de Incapacidad de Seguridad Social (SSDI).

El Mediador puede ser contactado a travez de los teléfonos (617) 204 3600,
1- 800-245- 6543 (voz ó TDD) a travéz de la siguiente dirección:

MRC Mediador
Unidad de Relaciones para Clientes
Fort Point Place, Suite 600
27-43 Wormwood Steet
Boston, MA 02210- 1616

La ley para personas con incapacidades de 1990 (ADA) prohibe discriminación por razones de incapacidad, en empleo y servicios públicos provistos por agencias de gobierno. Si consumidores o empleados de la Comisión de Rehabilitación de Massachusetts cree que ha sido victima de discriminacion en su contra ppor razones de incapacidad, se pueden poner en contacto con el coordinador de la ley ADA, Albert Jones, Jr., 27-43 Wormwood Street, Boston, MA 02210- 16161. teléfono 617- 204 3762 (voz /TDD)

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MASSACHUSETTS REHABILITATION COMMISSION

HOME CARE ASSISTANCE PROGRAM

The Home Care Assistance Program (HCAP) is part of the MRC's Independent Living Division. Our goal is to enhance independence of individuals with disabilities and prevent unnecessary hospitalization or institutionalization through the provision of direct assistance with homemaking tasks.

WHAT IS HOME CARE ASSISTANCE?

The Home Care Assistance Program provides homemaker services to eligible disabled adults who are functionally limited in meeting their own nutritional and environmental needs. The assistance of a homemaker helps individuals maintain their independence in the community.

Homemaking Services are defined as direct assistance with:

Meal Preparation
Grocery Shopping
Medication Pick-Up
Laundry
Light Housekeeping (*Dusting, vacuuming, mopping floors, clean-up kitchen, cleaning bathroom and changing the bed ONLY*).

Homemaking Services are provided either by homemakers trained and supervised by Home Care Agencies in contract with HCAP, or by individual Home Care Assistants selected and supervised by the consumers and paid through contract with MRC. HCAP Case Managers assess applicants for eligibility, coordinate service provision in conjunction with the Home Care Agencies and assist consumers with information and referral as needed to advance Independent Living goals.

WHO IS ELIGIBLE?

HCAP Regulations cite that an individual is eligible if the individual:

- Has a disabling condition which prevents them from performing one or more homemaking tasks
- Requires homemaking assistance to prevent hospitalization or institutionalization
- Meets MRC - HCAP financial guidelines
- Is living alone* or with another who is also unable to perform homemaking
- Is between the ages of 18 and 59, inclusive
- Is not legally blind (*MA Commission for the Blind has their own program*)

* Individuals with children under 18 years old may be eligible for service if they meet all other eligibility criteria. (*However, services are provided to adults with disabilities only.*)

HOW TO APPLY:

- HCAP Case Managers take referrals from any referral source by completing an application over the phone. If the referral is made by someone other than the applicant, the Case Manager will confirm the information provided by calling the applicant.
- Other **comparable benefits** for which the applicant may be eligible will be investigated.
- Any waiting list and estimated waiting period will be discussed at that time.

Case Managers will collect financial data, medical documentation and in-home evaluation information before making a determination of eligibility and hours.

WHAT ELSE YOU SHOULD KNOW:

- HCAP services are only available to Massachusetts Residents and are subject to annual appropriation by the Massachusetts Legislature.
- HCAP provides only those services defined. We do not provide: heavy chore, spring cleaning, assistance with moving, financial management, medication monitoring, personal care, companionship, child-care or baby sitting, or accompaniment to appointments.
- There is a maximum of 12 hours per week of service. The average consumer receives 4-5 hours per week of assistance.
- Services can only be effectively provided with the mutual cooperation of the consumer and the service providers. Consumers are expected to cooperate in the assessment, delivery and review of services through direct communication between the HCAP Case Manager, consumer and service providers. Failure to resolve problems may result in a termination of services.
- Consumers' rights to due process are explained and honored in all aspects of service delivery.
- HCAP conducts periodic reviews of eligibility on each consumer.

OTHER IN-HOME PROGRAMS FOR PEOPLE WITH DISABILITIES:

- Those who are legally blind may contact The MA Commission for The Blind: Boston 1-800-392-6450, Worcester (*508*) 754-1148 and West 1-800-332-2772.
- Those age 60 & over may call The Executive Office of Elder Affairs at 1-800-882-2003 for informaton on The Local Elder Services Office.
- Children with disabilities may receive services through The Department of Public Health. (*617*) 624-5070.
- Personal care may be provided through Medicaid, CommonHealth or private agencies. Contact your local Independent Living Center for information or a Certified Home Health Agency (*ask your doctor for a referral*).

HOME CARE ASSISTANCE PROGRAM TELEPHONE NUMBERS:

(*617*) 204-3853 (*Voice/TDD*) or 1-800-223-2559
FAX #: (*617*) 727-2809

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MASSACHUSETTS REHABILITATION COMMISSION

REHABILITATION TECHNOLOGY

Rehabilitation technology is the application of technology to meet the needs of people with disabilities. Its purpose is to eliminate barriers and enhance opportunities in education, rehabilitation, employment, transportation, independent living and recreation. Assistive technology includes devices, aides and enhancements used in rehabilitation technology.

Rehabilitation technology services are provided for people with severe mobility, learning, emotional, visual, hearing, neurological, neuromuscular and other disabilities. They may be provided:

- to enhance functional capacities by eliminating or minimizing functional limitations imposed by disability.
- to lead to and/or expand vocational rehabilitation, independent living rehabilitation, and employment opportunities by eliminating barriers.
- to conduct eligibility determinations and to develop Individual Written Rehabilitation Programs.

HOW ARE SERVICES PROVIDED?
THE PROCESS:

- A person with a disability applies for Vocational Rehabilitation (*VR*) services to the MRC VR Division —or—applies for Independent Living (*IL*) services to the MRC IL Division.
- The consumer is referred to the Rehabilitation Technology Department by their VR Counselor or IL Specialist.
- The Rehabilitation Technology Department conducts necessary consultation and evaluations with the referring persons, clients, consumers, employers, and agencies, and other service providers.
- Recommendations will then be made to the referring persons and the consumer.
- Necessary follow-up will be initiated by the referring person with consultation from the Rehabilitation Technology Department as necessary.

Comparable Benefits: Consideration of comparable benefits is not required for rehabilitation technology services. Other resources readily available to the individual should be utilized whenever possible.

Financial Need: Rehabilitation technology services provided as part of assessment are not subject to financial need. Rehabilitation technology services provided as a rehabilitation service under an IWRP are subject to financial need.

Right to Appeal: An individual may request an appeal concerning an unresolved dispute, a decision to suspend, reduce or terminate services, or denial of rehabilitation technology services. Prior to appeal, the individual may be able to resolve the disputes through the MRC office director or IL director, the Client Assistance Program, or the MRC Ombudsperson.

WHAT SERVICES ARE PROVIDED?

MRC's Rehabilitation Technology Department provides advice and consultation regarding the availability, quality and application of technologies such as technological aids and devices.

Services can include:

- Vehicle modification and inspection
- Communication devices
- Environmental control devices
- Assistive computer software
- Adaptive housing
- Mobility devices
- Computer hardware adaptations
- Worksite modifications
- Technical assistance to employers and service providers
- Training and follow-up on the use of any equipment provided

FOR MORE INFORMATION CALL THE REHABILITATION TECHNOLOGY DEPARTMENT AT 617-204-3855.

MRC Area Offices

Boston District 617-357-8137
Brockton Area 508-583-1530
Brookline Area 617-739-9080
Fall River Area 508-678-9041
Fitchburg Area 508-345-1713
Greenfield Area 413-774-2326
Holyoke Area 413-536-8200
Hyannis Area 508-775-6131
Lawrence Area 508-685-1731
Lowell Area 508-458-4544
Salem Area 508-745-8085
Malden Area 617-324-7160
Milford Area 508-478-0700
Natick Area 508-651-7531
New Bedford Area 508-993-6255
North Adams Area 413-663-5391
Pittsfield Area 413-499-2720
Plymouth Area 508-747-5922
Quincy Area 617-471-1600
Roxbury Area 617-442-5510
Somerville Area 617-776-2662
Sturbridge Area 508-347-7661
Springfield Area 413-736-7296
Taunton Area 508-823-8141
Walpole Area 508-668-8912
Woburn Area 617-932-9163
Worcester Area 508-792-7280

Independent Living Centers

Ad-Lib, Pittsfield 413-442-7047
Boston Center for IL, Boston 617-338-6665
Center for Living & Working,
Worcester 508-798-0350
CORD, Hyannis 508-775-8300
Metro-West Independent Living Program,
Framingham 508-875-7853
Independence Associates,
Brockton 508-559-9091
Independent Living Program of the North Shore,
Lynn 508-593-7500
Northeast Independent Living Program,
Lawrence 508-687-4288
Southeast Center for Independent Living,
Fall River 508-679-9210
Stavros, Amherst 413-256-0473
Extended Employment 617-204-3854
Services for the Deaf 617-204-3734
Independent Living Division 617-204-3851
Home Care Assistance 617-204-3853
Statewide Head Injury Program 617-204-3852
Personal Care Assistance 617-204-3853
Consumer Involvement 617-204-3851
DDS .....1-800-223-3212 (*TTD*)
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MASSACHUSETTS REHABILITATION COMMISSION

VOCATIONAL REHABILITATION SERVICES PROGRAM

THE MISSION OF THE MRC VOCATIONAL REHABILITATION PROGRAM

The mission of the MRC Vocational Rehabilitation Program is to assure the provision of appropriate vocational rehabilitation services for eligible consumers so they may enter part or full-time community based, competitive employment.

WHAT IS THE MRC VOCATIONAL REHABILITATION PROGRAM AND ITS RESULTS?

The Massachusetts Commission for the Blind and the MRC Vocational Rehabilitation Program serve eligible individuals with disabilities who are available and able to attain employment as a result of vocational rehabilitation services.

The MRC Vocational Rehabilitation Program is the federal-state vocational rehabilitation program focused on assisting individuals with a severe disability(*s*) to become employed. The successful result from the MRC-VR Program is employment in a competitive job. Ideally, the consumer obtains his/her own job, with assistance from the MRC-VR staff and others working with the consumer to secure employment. Once employed, the MRC-graduate-consumer may wish to pursue getting "the job"/reaching the consumer's ultimate employment goal.

SERVICES PROVIDED TO THE ELIGIBLE CONSUMER

(*Some of the MRC-VR services available; based on an Individual Written Rehabilitation Plan for each consumer*):

Vocational counseling, guidance and assistance in job placement;
Training program, including college, if appropriate, to attain entry level employment;
Rehabilitation technology services;
Occupational licenses, tools, initial stocks & supplies for work;
Job coach services;
Supported Work Program;
Supported Employment Program;
Transitional Employment Services;
Assistance to develop a "PASS" (*for SSI recipients*) to work;
Van modification services;
Housing Adaption services;
Necessary & appropriate vocational rehabilitation services based on an individual IWRP.

WHO PAYS?

When possible, the consumer and/or family financially participates in the individual vocational rehabilitation plan; based on a Financial Need Determination by the MRC.

The MRC-VR first utilizes comparable benefits that are available: such as PELL Grants, Health Insurance, services available from other agencies to which the individual is deemed eligible.

WHEN SHOULD I APPLY?

You can apply at any time. For high school age students with disabilities, it is suggested that you apply 2 years before high school graduation or before turning age 22, whichever comes first. There is no upper age limit to apply.

QUESTIONS

Contact one of the 27 MRC-VR Offices, or
MRC Ombudsperson (*1-800-245-6543*)

IMPORTANT

This notice contains information about your rights or obligations, and should be translated immediately. If you need a translator, ask for a listing of translation services

IMPORTANTE

Quest'avviso contiene informazioni sui vostri diritti e doveri e deve essere tradotto immediatamente. Se avete bisogno di un servizio di traduzione, richiedete una lista di tali servizi

IMPORTANTE

Este aviso contém informações acerca dos seus direitos e obrigações e deve ser traduzido imediatamente. Se precisar de uma tradução, peça uma lista de agências de tradução no escritório

IMPORTANTE

Este aviso contiene información acerca de sus derechos y obligaciones y debe ser traducido inmediatamente. Si usted necesita un servicio de traducción, pida un listado de dichos servicios en la oficina

IMPORTANT

Ce: avis contient des renseignements sur vos droits et vos obligations et doit être traduit immédiatement Si vous avez besoin d'une traduction, demandez une liste des agences de traduction

重要事项

本通告包含有关你的权利和义务的信息，必须立即被翻译。如你需要翻译，可向 索取翻译服务的名单。

สำคัญ

ถ้าประกาศฉบับนี้บรรจุข้อความต่างๆกล่าวถึงสิทธิและข้อผูกพันของท่าน, และฉบับควรที่จะได้รับการโกยทันทีทันใด. ถ้าว่าท่านต้องการผู้แปล, โปรดขอรับรายชื่อบริษัทที่ให้บริการแปลต่างๆ ประจำตัวถิ่นของท่าน.

សេចក្តីសំខាន់

លិខិតប្រកាសនេះមានព័ត៌មានស្តីអំពីសិទ្ធិរបស់អ្នក ឬកាតព្វកិច្ច របស់អ្នកត្រូវប្តើ។ ម្ចុមបកប្រែប្រកាសនេះជាបន្ទាន់។ បើអ្នកត្រូវការអ្នកបកប្រែ សូមមកសួរកន្លែងខ្ញុំលអ្នកប្រែបកប្រែនៅការិយាល័យ D.E.T. របស់អ្នក។

ΠΡΟΣΟΧΗ

Αύτή ή είδοποίησις περιέχει πλειροφοίες γιά τά δικαιώματα σας ή τάς ὑπόχρεωσεις σας καί πρέπει νά μεταφράσθη ἀμέσως. Εάν χρειαζώσαστε μεταφραστή, ζητησετέ νά σάς δώσουν ἑταιρίες μεταφράσεως στό D.E.T. γραφείο τής περιοχής σας.

QUAN TRONG

Bản thông cáo này bao gồm những tài liệu về quyền lợi cũng như nghĩa vụ của quý vị, và nên được dịch ngay tức khắc. Nếu cần người dịch, xin quý vị hỏi

General Information About Who Can Assist You For Your Personal Needs
(*Services, Recreation, Housing, etc.*)
Mass. Networks of Information Providers for People With Disabilities
1-800-642-0249

Peer Counseling/Advice From Another Individual With a Disability
10 Independent Living Centers in Massachusetts
(*call for the one near you*)
1-800-245-6543

Assistance/Advocacy Services
Mass. Office on Disability
1-800-322-2020

MRC Ombudsperson for a problem with the MRC
1-800-245-6543
(*or call the Director of the office serving you*)

Social Security Information
1-800-772-1213

The Americans with Disabilities Act of 1990 (*ADA*) prohibits discrimination on the basis of disability in employment, and public services provided by government agencies. If consumers or employees of the Massachusetts Rehabilitation Commission believe that they have been discriminated against on the basis of disability, they should contact the Commission's Civil Rights Officer: Albert Jones, Jr., 27-43 Wormwood Street, Boston, MA 02210-1616. Telephone 204-3762 (*voice/TDD*).

MASSACHUSETTS REHABILITATION COMMISSION

PROTECTIVE SERVICES PROGRAM

SOME PEOPLE WITH DISABILITIES GET INJURED; SOMETIMES IT ISN'T BY ACCIDENT.

The Massachusetts Rehabilitation Commission (*MRC*) is responsible for the investigation of complaints of abuse of individuals with disabilities by a caretaker. The Protective Service Program conducts investigations and provides services to abused individuals to prevent further injury.

Most professionals who provide services to individuals with disabilities are mandated by state law to report situations of suspected abuse. Anyone can make a referral for investigation of alleged abuse by calling the Disabled Persons Protection Commission at 1-800-426-9009. Individuals who report a case of suspected abuse are protected from civil suit by Massachusetts law.

Abuse can exist in different forms and in different combinations. Problems of physical abuse, neglect, emotional abuse and sexual abuse are not uncommon. While difficult to confront, these situations can be resolved with professional help. Unfortunately, these are problems which seldom go away by themselves and often gets worse as time goes on.

If you or someone you know is being abused, please call 1-800-426-9009. MRC has staff available 24 hours a day. Protective Service intervention can prevent suffering, and perhaps, even save a life.

The Americans with Disabilities Act of 1990 (*ADA*) prohibits discrimination on the basis of disability in employment and public services provided by government agencies. If consumers or employees of the Massachusetts Rehabilitation Commission believe that they have been discriminated against on the basis of disability, they should contact the Commission's Civil Rights Officer: Albert Jones, Jr., 27-43 Wormwood Street, Boston, MA 02210-1616, Telephone 617-204-3762 (*voice/TDD*).

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